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AM048HNPDC Series

Air Conditioner user manual



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imagine the possibilities

Thank you for purchasing this Samsung product.

EN ES PT DB68-04906A-00

SAMSUNG

Features of your new air conditioner

Automatic air flow blades

Air flow blades opens and closes according to power on/off for your convenience. It will prevent dusts or other foreign substances from entering into the air conditioner when you're not using it.

Highly sensual and fine quality design

Neat and elegant style allows it to be placed naturally anywhere within your interior.

Compact remote controller

Remote controller with new stylish and compact design also helps you to use the air conditioner easily.

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Correct Disposal of This Product (Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

Safety precautions

Before using your new air conditioner, please read this manual thoroughly to ensure that you know how to safely and efficiently operate the extensive features and functions of your new appliance.

Because the following operating instructions cover various models, the characteristics of your air conditioner may differ slightly from those described in this manual. If you have any questions, call your nearest contact center or find help and information online at www.samsung.com.

These warning signs are here to prevent injury to you and others. Please follow them carefully.

Important safety symbols and precautions :

 WARNING	Hazards or unsafe practices that may result in severe personal injury or death.
 CAUTION	Hazards or unsafe practices that may result in minor personal injury or property damage.
	Follow directions.
	Do NOT attempt.
	Make sure the machine is grounded to prevent electric shock.
	Unplug the power plug from the wall socket.
	Do NOT disassemble.

Safety precautions

FOR INSTALLATION

WARNING

 **Use the power line with the power specifications of the product or higher and use the power line for this appliance only. In addition, do not use an extension line.**

- ▶ Extending the power line may result in electric shock or fire.
- ▶ Do not use an electric transformer. It may result in electric shock or fire.
- ▶ If the voltage/frequency/rated current condition is different, it may cause fire.

The installation of this appliance must be performed by a qualified technician or service company.

- ▶ Failing to do so may result in electric shock, fire, explosion, problems with the product, or injury.

Install a switch and circuit breaker dedicated to the air conditioner.

- ▶ Failing to do so may result in electric shock or fire.

Fix the outdoor unit firmly so that the electric part of the outdoor unit is not exposed.

- ▶ Failing to do so may result in electric shock or fire.

 **Do not install this appliance near a heater, inflammable material. Do not install this appliance in a humid, oily or dusty location, in a location exposed to direct sunlight and water (rain drops). Do not install this appliance in a location where gas may leak.**

- ▶ This may result in electric shock or fire.

Never install the outdoor unit in a location such as on a high external wall where it could fall.

- ▶ If the outdoor unit falls, it may result in injury, death or property damage.



This appliance must be properly grounded. Do not ground the appliance to a gas pipe, plastic water pipe, or telephone line.

- ▶ Failure to do so may result in electric shock, fire, an explosion, or other problems with the product.
- ▶ Never plug the power cord into a socket that is not grounded correctly and make sure that it is in accordance with local and national codes.

FOR INSTALLATION



CAUTION



Install your appliance on a level and hard floor that can support its weight.

- ▶ Failing to do so may result in abnormal vibrations, noise, or problems with the product.

Install the draining hose properly so that water is drained correctly.

- ▶ Failing to do so may result in water overflowing and property damage.

When installing the outdoor unit, make sure to connect the draining hose so that draining is performed correctly.

- ▶ The water generated during the heating operation by the outdoor unit may overflow and result in property damage. In particular, in winter, if a block of ice falls, it may result in injury, death or property damage.

Safety precautions

FOR POWER SUPPLY WARNING

-  When the circuit breaker is damaged, contact your nearest service center.
-  Do not pull or excessively bend the power line. Do not twist or tie the power line. Do not hook the power line over a metal object, place a heavy object on the power line, insert the power line between objects, or push the power line into the space behind the appliance.
 - ▶ This may result in electric shock or fire.

FOR POWER SUPPLY CAUTION

-  When not using the air conditioner for a long period of time or during a thunder/lightning storm, cut the power at the circuit breaker.
 - ▶ Failing to do so may result in electric shock or fire.

FOR USING WARNING

-  If the appliance is flooded, please contact your nearest service center.
 - ▶ Failing to do so may result in electric shock or fire.
- If the appliance generates a strange noise, a burning smell or smoke, unplug the power plug immediately and contact your nearest service center.**
- ▶ Failing to do so may result in electric shock or fire.

! In the event of a gas leak (such as propane gas, LP gas, etc.), ventilate immediately without touching the power line. Do not touch the appliance or power line.

- ▶ Do not use a ventilating fan.
- ▶ A spark may result in an explosion or fire.

To reinstall the air conditioner, please contact your nearest service center.

- ▶ Failing to do so may result in problems with the product, water leakage, electric shock, or fire.
- ▶ A delivery service for the product is not provided. If you reinstall the product in another location, additional construction expenses and an installation fee will be charged.
- ▶ Especially, when you wish to install the product in an unusual location such as in an industrial area or near the seaside where it is exposed to the salt in the air, please contact your nearest service center.

⊘ Do not touch the circuit breaker with wet hands.

- ▶ This may result in electric shock.

Do not strike or pull the air conditioner with excessive force.

- ▶ This may result in fire, injury, or problems with the product.

Do not place an object near the outdoor unit that allows children to climb onto the machine.

- ▶ This may result in children seriously injuring themselves.

Safety precautions

 **Do not turn the air conditioner off with the circuit breaker while it is operating.**

- ▶ Turning the air conditioner off and then on again with the circuit breaker may cause a spark and result in electric shock or fire.

After unpacking the air conditioner, keep all packaging materials well out of the reach of children, as packaging materials can be dangerous to children.

- ▶ If a child places a bag over its head, it may result in suffocation.

Do not insert your fingers or foreign substances into the outlet when the air conditioner is operating or the air flow blade is closing.

- ▶ Take special care that children do not injure themselves by inserting their fingers into the product.

Do not touch the air flow blade with your hands or fingers during the heating operation.

- ▶ This may result in electric shock or burns.

Do not insert your fingers or foreign substances into the air inlet/outlet of the air conditioner.

- ▶ Take special care that children do not injure themselves by inserting their fingers into the product.

Do not use this air conditioner for long periods of time in badly ventilated locations or near infirm people.

- ▶ Since this may be dangerous due to a lack of oxygen, Open a window at least once an hour.

-  **If any foreign substance such as water has entered the appliance, cut the power by unplugging the power plug and turning the circuit breaker off and then contact your nearest service center.**
 - ▶ Failing to do so may result in electric shock or fire.
-  **Do not attempt to repair, disassemble, or modify the appliance yourself.**
 - ▶ Do not use any fuse (such as copper, steel wire, etc.) other than the standard fuse.
 - ▶ Failing to do so may result in electric shock, fire, problems with the product, or injury.

FOR USING

CAUTION

-  **Do not place objects or devices under the indoor unit.**
 - ▶ Water dripping from the indoor unit may result in fire or property damage.

Check that the installation frame of the outdoor unit is not broken at least once a year.

 - ▶ Failing to do so may result in injury, death or property damage.

Max current is measured according to IEC standard for safety and current is measured according to ISO standard for energy efficiency.
-  **Do not stand on top of the appliance or place objects (such as laundry, lighted candles, lighted cigarettes, dishes, chemicals, metal objects, etc.) on the appliance.**
 - ▶ This may result in electric shock, fire, problems with the product, or injury.

Do not operate the appliance with wet hands.

 - ▶ This may result in electric shock.

Safety precautions

 **Do not spray volatile material such as insecticide onto the surface of the appliance.**

- ▶ As well as being harmful to humans, it may also result in electric shock, fire or problems with the product.

Do not drink the water from the air conditioner.

- ▶ The water may be harmful to humans.

Do not apply a strong impact to the remote controller and do not disassemble the remote controller.

Do not touch the pipes connected with the product.

- ▶ This may result in burns or injury.

Do not use this air conditioner to preserve precision equipment, food, animals, plants or cosmetics, or for any other unusual purposes.

- ▶ This may result in property damage.

Avoid directly exposing humans, animals or plants from the air flow from the air conditioner for long periods of time.

- ▶ This may result in harm to humans, animals or plants.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

FOR CLEANING** WARNING**

-  Do not clean the appliance by spraying water directly onto it. Do not use benzene, thinner, alcohol or acetone to clean the appliance.**

- ▶ This may result in discoloration, deformation, damage, electric shock or fire.

Before cleaning or performing maintenance, unplug the air conditioner from the wall socket and wait until the fan stops.

- ▶ Failing to do so may result in electric shock or fire.

FOR CLEANING** CAUTION**

-  Take care when cleaning the surface of the heat exchanger of the outdoor unit since it has sharp edges.**

- ▶ To avoid cutting your fingers, wear thick cotton gloves when cleaning it.

-  Do not clean the inside of the air conditioner by yourself.**

- ▶ For cleaning inside the appliance, contact your nearest service center.

- ▶ When cleaning the internal filter, refer to the descriptions in the 'Cleaning and maintaining the air conditioner' section.

- ▶ Failure to do so may result in damage, electric shock or fire.

Checking before use

Using outdoor unit

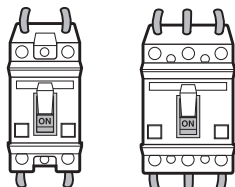
Take away any covers or barriers.

- ▶ It may cause product failure and poor performance in cooling/heating by blocking air flow.

Checking the auxiliary power switch

Turn on the auxiliary power switch before turning on the air conditioner.

- ▶ When the auxiliary power switch is off, the air conditioner will not turn on even if you press the **On/Off** button.



NOTE

Auxiliary power switch

- Auxiliary power switch (MCCB, ELB) is not included in the package. Purchase and install it separately.
- You must install the auxiliary power switch (MCCB, ELB) in the switch box of the building and turn it off when you clean the air conditioner or if you're not planning on using the air conditioner for long time.
- If you are to use the air conditioner for the first time in a long period of time, turn on the auxiliary power switch (MCCB, ELB) 6 hours prior to the operation (to protect the compressor).

Operational temperature and humidity range

The table below indicates the temperature and humidity ranges the air conditioner can be operated within. Refer to the table for efficient use.

Mode	Indoor temperature	Outdoor temperature	Indoor humidity
Cool	18 °C ~ 32 °C	-5 °C ~ 48 °C	Relative humidity 80 % or less
Dry	18 °C ~ 32 °C	-5 °C ~ 48 °C	-
Heat	Below 27 °C	-20 °C ~ 24 °C	-

- ▶ If the air conditioner operates in cooling mode for long period of time in high humidity area, dew may be formed.
- ▶ Extra heating load calculation is necessary when the air conditioner is going to be used for main heating source in winter timer. In cold regions, we recommend to purchase the product designed for cold regions which has great heating efficiency. (Please contact nearest service center for any inquiries.)
- ▶ The standardized temperature for heating is 7°C. If the outdoor temperature drops to 0°C or below, the heating capacity can be reduced depending on the temperature condition.

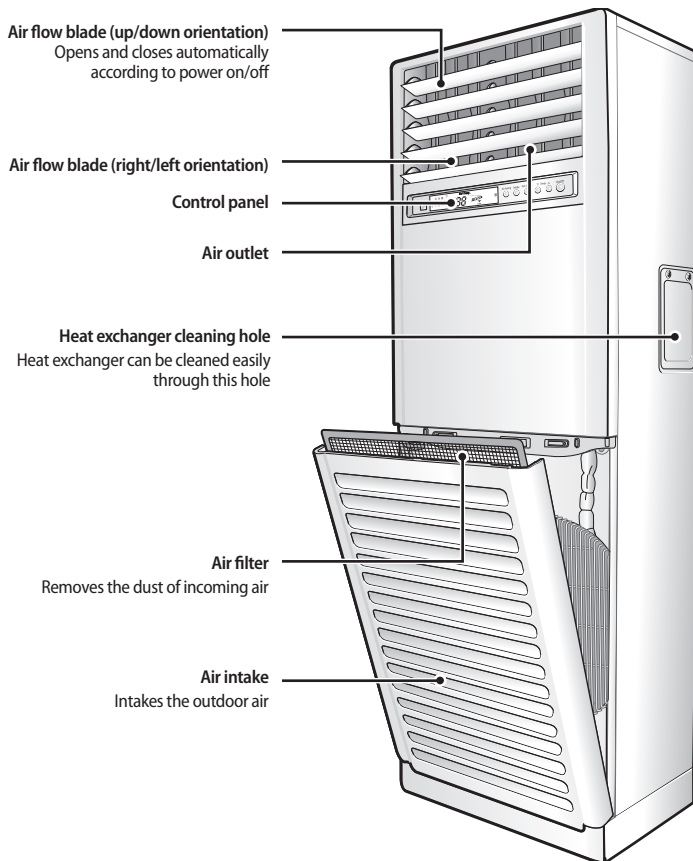
Operating precautions

- ▶ Refrigerant used in air conditioner is non-toxic and non-flammable. However, when the air conditioner is installed in small space, extra ventilation system is required in case of refrigerant leakage.
- ▶ When using H/R model, indoor units connected to same outdoor unit cannot be operated in different operation modes. Indoor units should all be in Cooling (Cool/Dry/Fan mode) or Heating (Heat mode).

Viewing the parts

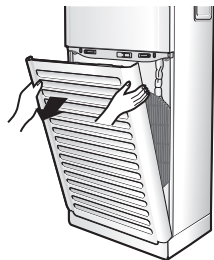
The picture and function of the indoor unit may different depending on the model.

Main parts

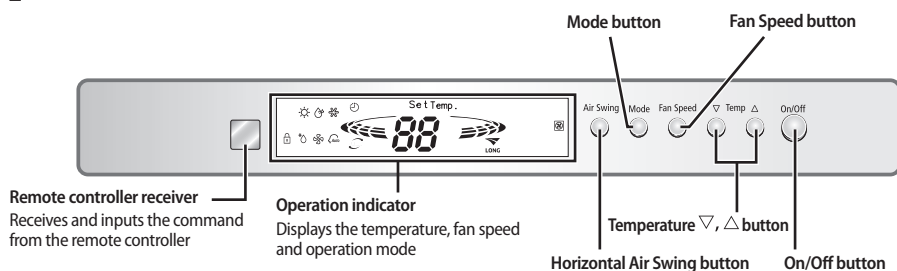


To open the panel

Hold the upper part of the panel, and then pull it slightly forward. Don't open the panel during the operation. It may cause a malfunction or an electrical hazard.



Control panel and the display

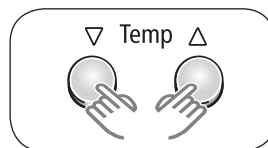


Locking the control panel

Whether the air conditioner is switched on or off, you cannot control the air conditioner with the control panel if this function is set.

Press the **Temp** ∇ and Δ buttons for 3 seconds.

- ▶ You will hear ring and the Lock icon  will appear on the indoor unit display.
- ▶ Once Lock is set, you cannot control the air conditioner with the control panel but you can only control it with the remote controller. Therefore this function will be useful to keep the children away from touching the control panel.
- ▶ To unlock the control panel, press the **Temp** ∇ and Δ buttons again for 3 seconds.



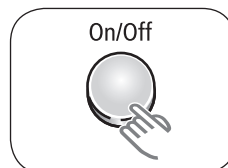
Using the air conditioner with the control panel

You can control the air conditioner without the remote controller.

1. Press the **On/Off** button on the indoor unit control panel.

▶ The air conditioner will operate in Cool mode.

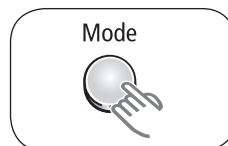
Stop To turn off the air conditioner, press the **On/Off** button again.



2. Press the **Mode** button to select the operation mode.

▶ You can select operation mode you want by pressing the **Mode** button.

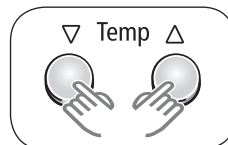
▶ Each time you press the **Mode** button, the mode will change in order of Cool, Auto, Dry, Fan and Heat.



3. Press the **Temp** ▽ and △ button to adjust the temperature.

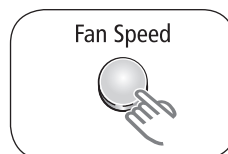
▶ You can adjust the temperature within 18 °C ~ 30 °C in Cooling operation and 16 °C ~ 30 °C in Heating operation.

▶ You can increase/decrease the temperature by 1 °C.



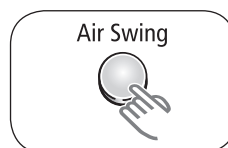
4. Press the **Fan Speed** button to adjust the fan speed.

▶ Available (supported) Fan Speed is different depending on the selected operation mode.



5. Press the **Air Swing** button to make the air flow direction to spin left and right.

▶ When you press the button once again, air flow blade will stop spinning left and right and the air flow direction will be fixed in one direction.



NOTE

• General and duct type air conditioners may show different Fan speeds.

Cleaning and maintaining the air conditioner



CAUTION

- Make sure to turn off the auxiliary power switch or unplug the power plug when cleaning the air conditioner.

Cleaning the indoor unit

- ▶ Wipe the surface of the unit with a slightly wet or dry cloth when needed.
- ▶ Brush away the dust on the narrow gap of air conditioner.



NOTE

- You have to disassemble the indoor unit in order to clean the indoor unit heat exchanger therefore contact the service center.



CAUTION

- Do not clean the control panel with alkaline detergent.
- Do not clean the surface with sulfuric acid, hydrochloric acid or organic solvent (thinner, kerosene, acetone) or attach stickers. It may damage the surface of the unit.
- Open the cover of the heat exchanger cleaning hole when cleaning indoor unit's heat exchanger. When you clean the heat exchanger, be careful with the sharp edges.



Heat exchanger cleaning hole

Cleaning the outdoor unit heat exchanger

- ▶ When dust accumulates on the heat exchanger, it may decrease cooling/heating performance. Therefore, clean it regularly.
- ▶ Spray water to clean the dust.



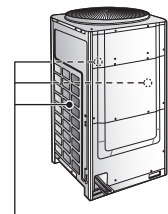
NOTE

- If it is too difficult to clean the outdoor unit heat exchanger on your own, contact service center.



CAUTION

- Be careful with the sharp edges on the outdoor unit heat exchanger.

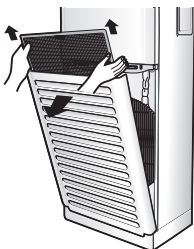
Heat exchanger : 3 surfaces
(Illustration may differ slightly depending on the models.)

Cleaning and maintaining the air conditioner

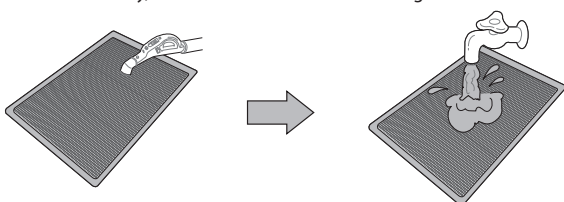
Cleaning the air filter

Washable air filter captures large particles from the air. The filter can be cleaned with a vacuum or by hand washing.

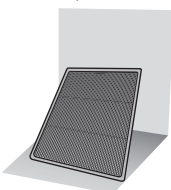
1. Open the panel and pull out the air filter.
 - ▶ Pull out the air filter in the direction of the arrow as shown in the below figure.



2. Clean the air filter with a vacuum cleaner or in running water.
 - ▶ If dust is too heavy, use warm water mixed with detergent. Do not scrub the filter too hard since it may get damaged.



3. Dry the air filter in a ventilated area.
 - ▶ Do not dry the air filter in a place with direct sunlight.



4. Insert the air filter back in its original position. Make sure it is firmly fixed.



• Clean the air filter every two weeks. Cleaning term may differ depending on usage and environmental conditions therefore if you are using the air conditioner in dusty area, clean the air filter every week.

Maintaining the air conditioner

If the air conditioner will not be used for an extended period of time, dry the air conditioner to maintain it in best condition.

1. Dry the air conditioner thoroughly by operating in Fan mode for 3 to 4 hours and turn off the circuit breaker. There may be internal damage if moisture is left in components.
2. Before using the air conditioner again, dry the inner components of the air conditioner again by running in Fan mode for 3 to 4 hours. This helps remove odors which may have generated from dampness.

Periodical checks

Refer to the following chart to maintain the air conditioner properly.

Type	Description	Every 2 weeks	Every 4 months	Once a year
Indoor unit	Clean the air filter (1)	●		
	Clean the condensate drain pan (2)			●
	Thoroughly clean the heat exchanger (2)			●
	Clean the condensate drain pipe (2)		●	
Outdoor unit	Clean the heat exchanger on the outside of the unit (2)		●	
	Clean the heat exchanger on the inside of the unit (2)			●
	Clean the electric components with jets of air (2)			●
	Verify that all the electric components are firmly tightened (2)			●
	Clean the fan (2)			●
	Verify that all the fan assembly is firmly tightened (2)			●
	Clean the condensate drain pan (2)			●

● : This check mark requires checking the indoor/outdoor unit periodically, following to the description to maintain the air conditioner properly.



CAUTION

- The checks and maintenance operations described are essential to guarantee the efficiency of the air conditioner. The frequency of these operations varies according to the characteristics of the area, the amount of dust, etc.

- 1) The described operations should be performed more frequently if the area of installation is very dusty.
- 2) These operations must always be performed by qualified personnel. For more detailed information, see the Installation part.

Troubleshooting

Refer to following chart if the air conditioner operates abnormally. This may save time and unnecessary expenses.

PROBLEM	SOLUTION
The air conditioner does not work at all.	• Check power status and then operate the air conditioner again. • Check whether the power plug is connected correctly or the auxiliary power switch is switched on. • If the air conditioner is switched off by the Timer function, press the On/Off button.
The temperature adjustment is not working.	• Temperature adjustment is not available when the Fan mode is selected.
Heating operation is not working.	• Check if the air conditioner is 'Cooling only' model since they doesn't provide Heating operation. • Check if you are using the remote controller for 'Cooling only' model. You need appropriate remote controller that supports both Cooling and Heating operation.
Fan speed adjustment is not working.	• Check if you have selected Auto/Dry/Turbo mode. In these modes, fan speed is set to Auto and you cannot adjust the fan speed.
Remote controller does not work.	• Replace the exhausted batteries with new ones. • Do not block the remote controller receiver. • If the remote controller is used near strong light (3-wavelength fluorescent light, neon sign etc.), the remote controller may not work due to the electronic jamming signal

PROBLEM	SOLUTION
Cool (warm) air does not come out of the air conditioner.	• Check if the set temperature is higher (in Cooling) or lower (in Heating) than the current temperature. Press the Temp ▽ or △ button on the remote controller to set the temperature lower than the current temperature. • Check if you have selected Fan mode. Cool air will not come out in Fan mode therefore select Auto/ Cool/Dry/Heat mode. • Check if the air filter is blocked by dirt. If there is a lot of dust on the Air filter, cooling and heating performance may decrease. Clean them frequently. • Check if the outdoor unit is covered or installed near the obstacle. Take the cover off and take the obstacle away. • Check if the indoor unit is installed in a place with direct sunlight (in Cooling operation). Close the curtain or blind to cover the sunlight. • If the doors or windows are open, it may cause poor cooling and heating performance. Close the doors and windows. • If the air conditioner has been turned on right after you have just turned it off from cooling operation, only fan will operate around 3 minutes to protect the outdoor unit's compressor. • If you have selected Heat mode, the air conditioner will provide the warm air after certain period time to prevent any cold air from coming out. • Check if the pipe length is too long. When the pipe length exceeds maximum allowable pipe length, cooling/heating performance may decrease.

Troubleshooting

PROBLEM	SOLUTION
Timer function is not working.	• Check if the air conditioner is off. Turn the air conditioner on and set the Timer function. • When the timer is already set, icon will appear on the indoor unit display. Check to see if the timer is already set.
Can not control the air conditioner with the button on the indoor unit.	• Check if the buttons are locked. You may unlock the buttons by pressing the Temp ▽ and △ buttons for 3 seconds.
Odors permeate in the room during operation.	• Odor may permeate depending on the surrounding environment or operating condition. Ventilate the indoor air or operate Fan mode for 1~2 hours if the odor does not go away. (Parts of the air conditioner does not generate any odor) • Clean the air filter if it is dirty.
Error is indicated.	• There is an error if you see E * ↔ * * on the indoor unit display. (ex: E1 ↔ 01, E1 ↔ 21, E1 ↔ 52 ...) Please contact the service center. • If you see *, dF on the indoor unit display, it means the air conditioner is in defrost operation, getting rid of frost formed during heating operation. You don't have to worry since there is no problem with the product.

PROBLEM	SOLUTION
Noise is generated.	Depending on the status of the air conditioner usage (especially when the outdoor temperature is below 20 °C), noise can be generated due to changes in refrigerant flow. You don't have to worry since it is normal.
Water is dropping from the connection part of the drain pipe.	Water may be generated because of the temperature difference. It is normal.
Smoke is generated from the outdoor unit.	It may not be a fire but it can be a steam generated by the defrost operation from outdoor heat exchanger during Heat mode in winter.